

**POSITION DESCRIPTION – Counsellor****Part 1 – Expectations for Your Role**

Position	Counsellor
Service / Program	Toowoomba Integrated Mental Health Service
Industrial Instrument	Dependent on candidate
Instrument Classification	Dependent on candidate
Reports to	Clinical Lead
Primary Site	Toowoomba, Queensland
Effective Date	October 2025

Integrated Mental Health Consortia

The Toowoomba Integrated Mental Health Hub is an innovative new way of providing integrated stepped care in Queensland's mental health and wellbeing system. Wellways, alongside five consortia partners, Each, Lumsden Psychology, Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Goondir, will offer an easy way for people to access seamless care and support for mental health concerns. Services are free, voluntary and easy to access. The Hub will operate on the principles of 'no wrong door', community inclusion and consumer choice and control.

This diverse coalition enhances service delivery through comprehensive, community-focused care. The partnership brings expertise from deep local regional connection, strong clinical background, lived experience expertise, First Nations and multicultural cultural awareness and will deliver comprehensive, integrated and person-centred care across the Toowoomba Region. The partnership will address service gaps for the 'missing middle' by enhancing accessibility and integrating primary mental health care, psychosocial support and early intervention, as well as connection to external services to address social determinants of wellbeing.

The Role

The Counsellor provides evidence-based counselling interventions to support individuals experiencing mental health and wellbeing challenges. This includes conducting intake and wellbeing assessments, building strong therapeutic alliances, supporting collaborative decision-making and goal setting, and connecting clients with appropriate internal and external supports.

Services are person-centred, trauma-informed, and delivered through both face-to-face and digital modalities. The role may include individual and group counselling, psychoeducation, crisis response and de-escalation, and collaboration within a multidisciplinary team to ensure coordinated, high-quality support for clients.



Key Deliverables

- **Counselling & Psychoeducation:**

Provide one-to-one and group counselling interventions drawing on evidence-based approaches such as Cognitive Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT), mindfulness, motivational interviewing, and relaxation strategies. Conduct intake and wellbeing assessments, build therapeutic relationships, support clients to identify goals, and promote recovery and self-management.

- **Engagement & Collaboration:**

Promote a positive and inclusive team culture. Actively contribute to team meetings, case discussions, and multidisciplinary reviews. Collaborate with other practitioners to ensure coordinated and holistic care.

- **Stakeholder Relationships:**

Build and maintain strong partnerships with consortia partners, community organisations, and external stakeholders to support referrals and integrated service delivery.

- **Service Delivery & Governance:**

Contribute to effective service systems, processes, and compliance activities (e.g. child safety, MARAM, quality standards). Support the implementation of trauma-informed and culturally safe practices across service delivery.

- **Reporting & Quality:**

Monitor service data and performance to meet program targets. Respond to incidents by ensuring participant safety, appropriate follow-up, and documentation. Contribute to continuous quality improvement, audits, accreditation activities, and outcome reporting.

Skills

- Advanced interpersonal and negotiation skills.
- Exceptional oral and written communication abilities.
- Effective in engaging participants, carers, families and stakeholders to achieve participant and program goals.
- Able to seek diverse information and adapt approaches to problem-solving.
- Ability to work independently and as part of a multidisciplinary team in consortium setting.
- Non-judgmental, client-focused approach.
- Ability to work with high levels of professionalism and model the agreed values of the Hub consortia values.
- Strong administrative, time management and organisational abilities.
- Proficiency in computer applications (Windows, Word, Email, database applications).
- Competency in working with young people and families from diverse cultural or community backgrounds, including First Nations Australians, people from LGBTIQ+ communities, and from remote and migrant communities.

Experience and Knowledge

- Minimum 2-3 years experience working in relevant sectors.
- Comprehensive knowledge of mental health services, the not-for-profit and health and wellbeing sector, with awareness of industry-specific needs and compliance requirements.
- Significant experience in the provision of mental health care, including the completion of mental health assessments, individual therapy such as CBT, DBT, ACT, and mindfulness, crisis intervention, and interventions with people experiencing mental health difficulties and/or substance use problems.
- Advanced understanding of mental health, trauma, and issues affecting people and their carers and families.
- In-depth understanding of the social determinants of health and mental health recovery principles.
- Demonstrated experience in working with people in the context of moderate to increasing acuity mental health issues including best treatment options, support services, dual disabilities and co-morbidities.
- Demonstrated ability to develop and maintain linkages and networks with a range of government, community and corporate stakeholders to facilitate clear referral pathways.



Qualification/Registrations/Licences

- Relevant clinical qualification in Counselling, Mental Health Occupation Therapy or Social Work, and accreditation with professional body.
- Current registration.
- Current state-based driver's license.

Physical Requirements

- Sit for extended periods during client sessions, assessments, and documentation tasks.
- Capacity to travel locally within the Toowoomba region for outreach, stakeholder engagement, and service delivery.
- Manual dexterity and visual acuity required for computer-based tasks, including clinical documentation and telehealth delivery.
- Respond promptly and appropriately in crisis situations, which may require physical presence and mobility.
- Occasional lifting or carrying of materials (e.g., laptops, therapy resources) up to 5kg.